WARRANTY & SERVICE INFORMATION

Please complete the form below when returning a product to Protecto.

Check one of the following reasons:

____ REFUND under 15 day trial period.
____ EXCHANGE Defective merchandise under warranty.
____ RETURN Product under 15 days for New Order.

Product to be Returned: _____

To return a package, please enclose a copy of your INVOICE, this form and send via United Parcel Service prepaid to: Protecto Enterprizes 22292 N. Pepper Rd. Barrington, Il. 60010.

15 Day Trial Policy

Protecto offers a 15 day trial privilege on all of our products. If you are not completely satisfied after receiving your merchandise within 15 days, simply return the item back to us according to the above instructions. Incomplete returns are subject to charges per missing item (Disks, Manuals, Etc.).

Immediate Exchange Warranty

Protecto offers an immediate exchange warranty on faulty merchandise. Return the item with this form and it will be replaced and shipped within 48 hours after receipt. Most of our products carry a 90 day warranty from receiving date. Some items may carry an extended warranty depending on purchase agreement.

Technical Assistance

If you have any questions or problems when connecting your equipment please call our Product Support Hotline at 312-382-2882 8:30 to 4:30 Monday thru Friday and 9:00 to 12:00 on Saturday.

Missing Merchandise

If you have wrong or missing items contact Customer Service at 312-382-5244 8:30 to 4:30 Monday thru Friday.

Damaged Merchandise

In case of Damaged Merchandise, please contact your local U.P.S. Center. The Item must be reported and claimed as Damaged.

Name _____

Address _____

City _____ State_____ Zip Code_____

Sighature _____ Phone#_____

Comments, Questions, Problems, New Order:

_____

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Include a Copy of Your Invoice